

THIS DOCUMENT IS NOT A CONTRACT OF EMPLOYMENT. PRIOR DOCUMENTS ON THIS SUBJECT ARE REVOKED. EMPLOYMENT WITH THE CITY OF GREENVILLE IS AT-WILL.

CITY OF GREENVILLE

POLICY NO. HR-34

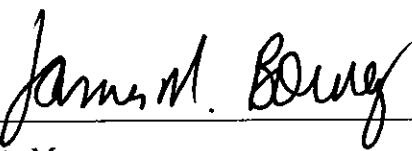
DATE September 01, 2008

SUBJECT: Employee Assistance Program

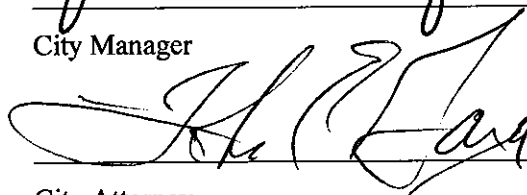
CONTENTS

- I. Purpose
- II. Scope
- III. Policy
- IV. Procedures
- V. Exhibits
 - A. Mandatory Management Referral Form

APPROVALS:



City Manager



City Attorney



Human Resource Director



Risk Manager

I. **Purpose**

The City of Greenville has established an Employee Assistance Program (EAP) to provide professional assistance to employees and their immediate dependent family members who are experiencing personal problems that are affecting the employee's performance at work. The purpose of the EAP is both preventative and corrective: to assist employees in, early identification and assessment of personal and/or family problems that are affecting, or potentially may affect, the employee's ability to perform satisfactorily at work, and to resolve those problems through direct counseling intervention, or by directing the employee to other resources which can help resolve the problem, and free the employee to perform well at work.

II. **Scope & Eligibility**

Scope:

The program is designed to encourage employee awareness of personal problems and to offer assistance through consultation, evaluation, counseling and/or referral to community resources and treatment facilities. Both educational programs and intervention procedures may be utilized.

Eligibility:

- A. All employees are eligible to participate.
- B. Immediate dependent family members residing in the household of an eligible employee.
- C. Dependents of an eligible employee who are eligible for group health insurance coverage no matter where they reside are eligible to participate in the EAP.

III. **Policy**

Employee contacts with the EAP are held *strictly confidential* by the EAP provider. The decision to seek assistance is the responsibility of the employee, alone; there is no need to inform the City, or to go through the City to contact the EAP provider for an appointment. However, if work performance is affected, a supervisory referral may be initiated by the City, if necessary, to facilitate improved work performance.

Confidentiality may be compromised and intervention action will be taken if and when the EAP provider determines that one is a threat to one's own life, or to the life of another. Normal disciplinary procedures will remain in effect regardless of participation in the EAP.

EAP records, with the exception of mandatory referral information, shall be retained within the offices of the EAP provider, and will not become part of any employee's personnel file, medical

file or other file. EAP utilization by an employee will not adversely affect an employee's job security and/or promotional opportunities.

IV. **Procedures**

- A. The City shall designate an Employee Assistance Program Coordinator. The Program Coordinator shall respond to requests for, or initiate information sessions on, topics of interest or concern; work in conjunction with departments to address broad issues of a healthy workplace; be responsible for supervisor and employee education and training about the EAP; and distribute written information about the program to employees. The Program Coordinator shall chair the EAP Committee, work with the committee to promote the program, and maintain statistics on the program for budgetary and evaluation purposes.

The City's EAP Committee consists of the Risk Manager (Program Coordinator), Human Resources Director, Occupational Health Nurse, and others who may be asked to participate from time to time. The EAP Provider Representative may act as an advisory committee member for certain functions of the committee. The Committee functions include, but are not limited to, the following: maintenance of confidentiality at all times, definition of and/or revision of objectives of the EAP as required, assisting in selecting the EAP provider following City procedures, meeting to receive and review quarterly reports from the EAP provider, reviewing statistics, and evaluating the EAP. The Committee shall be responsible for the overall design, development, management, implementation, and coordination of the Employee Assistance Program. The Committee will monitor and promote utilization of the EAP.

- B. The EAP is a CONFIDENTIAL information, referral and counseling program. Trained professionals provide assistance with identifying problems, exploring ways to resolve a problem, providing support and providing appropriate referral and counseling services. The EAP offers help, or referral, with a variety of concerns, including but not limited to:

- Marital or other relationship issues
- Family problems
- Stress or Anxiety
- Depression
- Alcohol or Drug Problems
- Financial or Legal issues
- Anger Management
- Co-worker Conflicts

- Problems with a Supervisor

The EAP provider does **not** provide the following services: psychological testing, psychiatric evaluation, fitness for duty evaluations, court-mandated treatment, medication services, financial management services, or legal consultation or representation. These services are considered beyond the purpose and scope of the EAP. The EAP will, however, refer employees to an appropriate source of treatment or evaluation for these problems.

C. There are three types of referral to the EAP program:

1. Self Referral occurs when an employee has a personal or work related problem he/she wants to discuss in private and in a confidential setting. A self referral may also occur when *someone else* recognizes that an employee is distressed, or going through a difficult time, and suggests their using the EAP. This advisor might be a fellow employee, a family member, or a doctor. The employee then contacts the EAP without anyone in the City's becoming involved. No information about the employee will be released by the EAP provider without a signed written consent from the employee.
2. Supervisory Informal Referral occurs when supervisors or managers recognize changes or declines in the troubled employee's job performance, or work habits, or attitudes, and recommend counseling to assist the employee with coping with his/her personal issues that appear to be contributing to the declining performance. A supervisory informal referral may also occur when the employee, himself or herself, brings a personal problem to the attention of the supervisor. The supervisor should focus on job performance, explain how the EAP works, offer assistance with contacting the EAP if needed, and make a positive offer of the EAP if an employee's productivity slips. Employees retain the right to refuse EAP counseling without penalty. If the informal referral is accepted, however, and the employee contacts the EAP provider, no information about the employee will be released by the EAP provider without signed written consent from the employee.
3. Mandatory Management Referral occurs when the employee's work performance becomes a critical issue and termination is being considered. The Management Referral is a serious matter and should only be utilized as part of a last measure in addressing employee job performance issues. It should not be used as an on-going method to discipline. This

diminishes the impact of the management referral. Also, when it is suspected that other “non-job performance” issues are the source of the problem the management referral form SHOULD NOT be used unless job performance is being adversely affected. Non-job performance issues would be perceived or disclosed mental health issues (depression, anxiety, stress) or personal problems (family, financial, legal). Instead, it is appropriate for a manager to make an informal referral to the EAP whenever it is felt the employee could benefit. Expressions of concern to the employee; providing the employee with information about the EAP by giving them an EAP wallet card or brochure; and following up with the employee to see if he or she has taken your direction are actions that may be taken.

It may be that a previous Supervisory Informal referral has not been acted upon by the employee, and the problem is now adversely affecting work. Or, mandatory referral may result from situations such as a critical decline in work performance on the part of an employee, a serious incident or observation of a problem that has affected, or may affect, the job performance or safety of the employee, co-workers or the workplace. Although the final decision to use the EAP must be an employee’s decision, compliance with a mandatory management referral appointment, and with all subsequent EAP treatment recommendations will be a condition of the referred employee’s continued employment.

Mandatory referrals may only be issued after prior consultation with and approval from the Department Head (or designated representative) and the Human Resources Director. In making a mandatory referral, the manager should:

1. Consult with the Department Head (or designated representative) and the Human Resources Director first.
2. Meet with employee to discuss the specific job performance issues involved (absenteeism, productivity, interpersonal communication, violations of company policy, positive alcohol/drug screens, etc.).
3. Complete the Management Referral form (Attachment A) and review with the employee. When an employee receives a mandatory management referral to the EAP, the employee will be required to sign a release (see Exhibit A.) authorizing the EAP provider to release information and reports to a designated individual(s)

at the City regarding attendance at appointments, compliance with treatment plan and aftercare plan, etc., to ensure the employee is following the recommended plan. The EAP provider will monitor compliance with recommendations and report compliance or noncompliance issues to the authorized City representative. Confidentiality as to the exact nature and details of the employee's personal problem will be confidential and carefully guarded by the EAP provider, and will not be disclosed without the employee's written permission.

4. Have employee SIGN the form where indicated. Without employee's signature, information will not be released to the City including whether the employee has called to make an appointment with the EAP, attended sessions, or followed the treatment plan specified by the EAP provider. If the employee refuses to sign, mandatory management referral to EAP can not go forward, and termination of the employee's employment will then be the appropriate remedy.
5. Attach documentation of performance behaviors to the management referral form, including any formal disciplinary written reprimand, counseling memo, incident report or last chance agreement that has been signed by the employee. The EAP provider will not accept any document that the employee has not signed, including co-worker statements, anecdotal notes, etc.
6. As soon as the manager has concluded the meeting with the employee, the manager must submit the Management Referral Form and supporting documentation to the Human Resources Director. The Human Resources Director will submit the materials to the EAP provider and confirm receipt.
7. The Human Resources Director will then notify the referring manager to have the employee call for an appointment.

Normal disciplinary procedures of the City will remain in effect and are in no way abrogated by an employee's participation in the EAP. Incidents of flagrant misconduct which require immediate disciplinary action will continue to be dealt with under the City's disciplinary policy, regardless of referral to EAP, and supervisory referral to the EAP is not an appropriate substitute or alternative for warranted disciplinary action.

EXHIBIT A

**LifeServices Employee Assistance Program (LEAP)
CITY OF GREENVILLE
MANAGEMENT REFERRAL FORM
HR Director to fax form to 317-262-4633**

Company Name: City of Greenville Dept.: _____

Referring Party: _____ Phone: _____

Employee Referred: _____ Phone: (w) _____
(h) _____

Reason for Referral: (COMPLETE OR ATTACH DOCUMENTATION DESCRIBING THE SPECIFIC JOB PERFORMANCE ISSUES)

Last Chance Agreement: Yes _____ No _____

Deadline employee must call for appointment: _____
(Date/Time)

As a management referral, all parties understand and agree that compliance with EAP recommendation is a condition of employment. Non-compliance with recommendations will be reported to the City of Greenville HR Director.

To Employee (Scope of Release): By signing this form, you are authorizing LEAP to release information regarding attendance, recommended plans for treatment, aftercare & discharge summary and progress reports of compliance either written or verbal to the following persons:

Release of information to: _____
Name and Title

Name and Title

This release is subject to revocation at any time with written notice to LifeServices EAP except to the extent that action has been taken thereon. This release expires 90 days from date signed unless otherwise specified.

This consent is signed the ____ day of _____, 200__.

Signature of Employee

City of Greenville Management Signature

Human Resource Director

**(WITHOUT EMPLOYEE'S SIGNATURE NO INFORMATION WILL BE RELEASED)
EMPLOYEE MUST CALL 1-800-822-4847 BETWEEN 7:30 AM AND 6:30 PM (EST)
MONDAY-FRIDAY TO MAKE AN APPOINTMENT.**